

Customer eligibility and name-screening assessment



We, ING Bank (Australia) Limited (also known as ING) may collect, hold and use your personal information to process your application in compliance with the Corporations Act, to conduct customer eligibility assessment, to comply with our legal and regulatory obligations, and manage our risks.

The ING Insurance Policy covers ING branded products that are issued by Auto & General Insurance Company Limited. ING Home and Contents Insurance, ING Car Insurance, ING Travel Insurance and ING Motorcycle Insurance are distributed by Auto & General Services Pty Ltd and us. ING Pet Insurance is distributed by Pet Health Insurance Services Pty Ltd and us.

It is a condition of the ING Insurance Policy that we undertake a relevant eligibility and name-screening assessment of individuals and businesses that have applied for or hold an ING Insurance Policy. This name-screening and assessment may occur during the application and periodically on all policyholders. This is an eligibility criteria.

We will only be able to provide insurance cover under an ING Insurance Policy where ING has completed these checks and customer eligibility assessment to our satisfaction.

To complete our checks and customer eligibility assessment, we may ask you for further information and/or support documentation. If we do so, this will result in some delay in providing insurance cover to you.

You will not have any insurance cover under an ING Insurance Policy until ING has completed these checks and customer eligibility assessment to our satisfaction.

